



6th Newsletter

October 2015

Dear EQuiP network,

This autumn looks very promising. Not only because of the Indian summer we experience while writing this. But especially because we have two important events coming up.

We will talk about Quality in Family Medicine to our European colleagues in the Wonca Conference in Istanbul. We will have the opportunity to meet people of other networks and think about ongoing and future cooperation. I am convinced it will stimulate and inspire us for the future.

About one month later we will meet in Zagreb. In this closed meeting we want to take time to develop the plans we have and plan the year 2016. We will have the opportunity to meet with old and new members, to participate in thematic working groups and discuss the way EQuiP has to move forward.

It is inspiring and motivating to see so many of you working for Quality in Primary care. Within your organization, within your country and within the EQuiP network. Thank you all for that. I hope I will be able to meet all of you in the months to come.

Kind regards,

Piet Vanden Bussche
EQuiP President

New EQuiP delegate from Slovenia

The Executive Board of Slovenian Association of General Practice/Family Medicine has after an unanimous decision appointed Erika Zelko as the new National Delegate for EQuiP.

Erika Zelko (MD, PhD) has since February 1994 been working in Primary Care Health Center Murska Sobota, which is a Public Unit of the Slovenian National Health System. Since 2000, she has also been a Trainer of Education to GP/FP trainees and medical Students and is actively involved in the work on the Medical Faculty Maribor, where she works in educational process and in the research group.

Her master's degree was on Preventive Medicine and community work as GP. For the PhD thesis she developed and implemented a new approach for promoting healthy lifestyle in Roma community and work on tools for better communication and higher quality of work between Roma communities and health care workers.

She also works as a teacher on the high school for nursing and Physiotherapy Alma Mater in Maribor and Special Pädagogik in Vienna. Her special interests are Medical Anthropology and adverse drug reactions.

The issue of quality is one of the most requested in Slovenia, especially now, because of the fact that the high priority on e-medicine, with all her benefits and possible negative influence on the relationship between doctors and patients.



Quality Improvement in Primary Care: Back to Basics!

EQUIP believes there is a need for continuous and permanent information and training about Quality (Improvement) in Primary Care.

We noticed in the EQUIP Working Group on *Teaching Quality* that knowledge of basic principles was lacking in a lot of training institutes over Europe. However, many young GPs, who sometimes attend EQUIP conferences, are very interested in this topic: "What is Quality (Improvement) really about? How do you bring it into general practice in a feasible way?".

This was a call to action for EQUIP. How could we - as a network for quality improvement and patient safety - lower the threshold for GPs to use Quality Improvement techniques in daily work? How could we reach Primary Care workers, promote individual training materials and train the trainers to maintain the highest level of quality possible?

Contact the Experts - or Donate Your Own Expertise

If you or your organization is interested in supporting the Back to Basics Training Package by adding your knowledge and expertise, if you have interesting material to put on or link from our website, if you want to organise a training session in your country and you need experienced teachers, please do contact us.

Back to Basics Training Package

The EQUIP Executive Board presented in Fisingen in Switzerland to the entire EQUIP Network a plan to start a "Back to Basics Training Package" for interested GPs and Primary Care workers. We will bring together online information and training possibilities on the EQUIP website.

[Read much more here.](#)

In line with the Quality Framework, developed by EQUIP and partners in the EU Leonardo da Vinci project, we will offer workshops and training sessions in core competences at every open EQUIP and Wonca Europe conference.

In the EQUIP Conference in Fisingen in April 2015, we started off with a successful workshop on "PDCA for Dummies". In an interactive way every participant was asked to try to develop his/her own small project plan, and we learned a lot from each other on how to realize this successfully.

At the Wonca Europe Conference in Istanbul, we are having a workshop on "Quality in my practice. How do I start?". And at the EQUIP Spring Conference in Prague in April 2016 about patient safety, we will have a session on dealing with mistakes and critical incidents.

You are very welcome to come and participate in one of these workshops.

Online Resources

- [Development of a competency framework for quality improvement in family medicine: a qualitative study](#) (research article published in J Contin Educ Health Prof. 2012 Summer;32(3):174-80).
- [PDCA for Dummies](#) (PP slides from workshop held at the EQUIP Conference in Fisingen in April 2015).
- [Competencies and required educational needs on QI in FM](#) (Leonardo da Vinci project web-based self-assessment tool).
- [Vocational Education and Training in Quality Improvement Course](#) (Leonardo da Vinci project training course for FM teachers aimed at QI topics).
- [An interactive eLearning course on QI](#) (Leonardo da Vinci project e-learning course for GPs in Europe).

Quality Improvement Webinars: Introduction to Quality Improvement

The IMPACT-ASCQI project - funded by the Health Foundation Spreading Improvement Programme - have produced four webinars on Quality Improvement for Healthcare Practitioners.

The webinars have been conceived by Niro Siriwardena and developed with support from Faye Wood at the University of Lincoln. The webinars are freely available and developed from a new book by Steve Gillam and Niro Siriwardena, *Quality Improvement in Primary Care: The essential guide* (Radcliffe Publishing, 2014).

This webinar discusses quality improvement tools and techniques, such as processes, how to improve them as well as measurement for improvement focusing on variation, its measurement and how to respond to it.

Webinars:

- [Introduction to Quality Improvement Learning \(5:33\)](#)
- [Leading and Managing Quality \(15:47\)](#)
- [Frameworks for Improvement \(9:42\)](#)
- [Quality Improvement Tools and Techniques \(17:08\)](#)
- [Improving Individual Practice \(6:10\)](#)

PRINCIPLES AND PRACTICES

Change is possible

A professional acting in a motivating manner strengthens the patients trust in change (instead of shrinking him)

How should I act?

- I ask, listen and bring out the patients resources, strengths, and earlier successes.
- I note and state which things in the patient's behaviour are already directed to change.
- I avoid giving advice for change and emphasizing all the things in the patients behaviour that are wrong
- I find out who are the people close to the patient that could be asked to support in the change.



What was the most important thing you learned during the e-learning course?

As someone who already uses motivational interviewing, I found this brief eLearning module to be a fantastic reminder and refreshing on the essential components, tools and skills required to utilise the power of motivational interviewing.

It allowed me to consider whether my current techniques could be improved and reminded me that it is important to appraise how I do motivational interviews.

This eLearning module is not only excellent as a learning tool, but as a refresher tool for those who already do motivational interviewing.

Would you recommend it to your colleagues?

I would highly recommend this as an easy to use, fluid and highly informative interactive eLearning module.

What perspectives in patient empowerment from a WONCA Europe point of view?

From a VdGM perspective, we believe in the importance of engaging with patients as equals.

One of the key aspects of motivational interviewing is the non-judgemental, non-directional nature of engendering behaviour change.

At the heart of this is the equity of relationship; rather than being seen as a traditional doctor/patient relationship, in a motivational interview it is a relationship of collaboration and facilitation.

This is very much in keeping with the spirit of equals.

Dr. Peter A. Sloane
Vasco da Gama Movement President
(Galway, Ireland)



Credit: Irish College of General Practitioners

20th
Wonca Europe
Conference 2015
istanbul

October 22-25, 2015
Halic Congress Center
Istanbul / TURKEY
www.wonca2015.org



WONCA Europe Istanbul Conference: EQuiP Involvement and Presentations

October 23, 09:00-16:45

09:00-10:15 WORKSHOP - MARMARA ROOM

Quality Circles at a Glance – Use of Antibiotics in General Practice
Peter A Sloane, Christina Svanholm, Ulrik Bak Kirk, Adrian Rohrbasser

09:00-10:15 SYMPOSIUM - SADABAT HALL

Role of European general practitioners in communicating colorectal cancer screening

Bohumil Seifert, Charles Helsper, Martin Rasmussen, Greg Rubin

14:00-15:15 PANEL - HALIC AUDITORIUM

Social Media: An Exercise in Time Wasting for Young People?

Peter A Sloane, Raluca Zoitanu, Harris Lygidakis, Luis De Pinho Costa, Ulrik Bak Kirk, Raquel Gomez Bravo

15:30-16:45 GRAND SESSION - FENER/TOPHANE HALL

Wonca Networks: Contribution to Family Medicine

Moderator: Carl Steylaerts

Speakers: Euract Ruth Kalda, Equip Piet Vanden Bussche, Euripa Tanja Pekez Pavlisko, Europrev Mateja Bulc

15:30-16:45 GRAND SESSION - LALE HALL

Patient centeredness and community centeredness: How to deal with diversity

Moderator: Andree Rochfort

Speakers: Thomas Freeman, Tina Eriksson

October 24, 09:00-12:30

09:00-10:15 WORKSHOP - SADABAT HALL

Smarter Planet Smarter Health Care, e-Health

Zelal Akbayin, Charilaos Lygidakis, Ulrik Bak Kirk, Raquel Gomez Bravo, Peter A. Sloane

09:00-10:15 WORKSHOP - CIBALI ROOM 2

Can we improve our low back pain tackling?

José Miguel Bueno Ortiz et al.

09:00-10:15 WORKSHOP - HASKOY ROOM

Quality Indicators for Family Practice

Zekeriya Aktürk, Ebru Yilmaz

11:15-12:30 WORKSHOP - MARMARA ROOM

Health inequalities related to socio-economic status: How primary care may reduce them

Hector Falcoff, Sara Willems, Piet Vande Bussche, Isabelle Dupie

October 24, 14:00-18:15

14:00-15:15 WORKSHOP - BALAT ROOM

How does coding support the key tasks of the GP and improve patient care?

Ilkka Kunnamo, Karen Kinder, Ferdinando Petrazzuoli, Fernando Alonso Lopez, Angel Ruiz Téllez

15:30-16:45 GRAND SESSION - HALIC AUDITORIUM

WONCA Europe Anniversary project

EQuiP

17:00-18:15 WORKSHOP - 676 KASIMPASA ROOM 5

Health inequalities related to socio-economic status: how primary care may reduce them

Hector Falcoff, Sara Willems, Piet Vande Bussche, Isabelle Dupie

17:00-18:15 WORKSHOP - 1580 BALAT ROOM

Patient safety in primary care: get started

Isabelle Dupie, Andree Rochfort

17:00-18:15 WORKSHOP - 306 SUTLUCE ROOM 1

Quality in my practice. How do I start?

Piet Vanden Bussche, Andrée Rochfort

3rd French EQUIP Summer School, 8-11 July 2015

Dr André Nguyen Van Nhiem
Médecin Généraliste, Paris

English Summer School Summary

The French Summer school, organized by the Société Française de la Thérapeutique du Généraliste (SFTG) since 2012 is inspired by EQUIP Summer School, which started in 2009. Indeed, SFTG involved in EQUIP a long time ago, is building a network between healthcare professionals and researchers in the field of quality of health and patient safety. Thus, this Summer School is an opportunity to learn about quality improvement and the implementation of tools and methods related to it.

This Summer School was the opportunity for each participant to bring a project/research idea related to quality improvement and work on it with the help of others through general advices and small workgroup sessions. It led to self reflection and made the project clearer ensuring a significant progress during the Summer School.

Plenary sessions were led by experts on patient safety, equity or tools (PDSA) and methods to implement safety culture. They provided basic knowledge for beginners and reminders for the others to fully work on each project in small groups of 4-5 people.

Small workgroup periods were set up to allow each participant to work alone or with co-workers, then to report it to the group facilitating brainstorming, corrections and project improvement.

Well-set time is essential for optimal progression and context (great place in the nature, summer time) is also in favour of better learning. I attended the summer school to develop my project about patient safety and develop my knowledge and abilities on quality. I thought of it as the opportunity for networking and get to know the French upcoming actors in quality of health and patient safety. It finally was.

I was fascinated by the strong connection I could build with others when talking about my project and how helpful it is to work with others. The Summer School also strengthened my relationship with my current colleagues and added even more motivation!

Thus, you are working at multiple levels: Knowing your co-workers better, knowing your project and improving your project.

One of the greatest thing about Summer School is that you are actually taking time for your project which you usually don't in the daily life.



French Summer School Summary

L'école d'été francophone, organisée par la SFTG depuis 2012, s'inspire de l'école d'été d'Equip existant depuis 2009. La SFTG, très impliquée dans Equip depuis longtemps, développe un réseau de professionnels et de chercheurs dans le champ de la qualité des soins et la sécurité du patient. Ainsi, l'école d'été est une opportunité pour apprendre l'amélioration de la qualité et l'implémentation des outils et méthodes qui lui sont reliés.

Cette école d'été a été l'opportunité pour chaque participant d'apporter son projet de recherche sur l'amélioration de la qualité et d'y travailler avec les autres grâce à leurs conseils et aux séances de travail en petits groupes. Cela permet une auto-reflexivité and rendre le projet plus clair assurant une progression réelle pendant l'école d'été.

Les sessions plénières étaient réalisées par des experts sur la sécurité du patient, l'équité ou les outils et méthodes (PDSA) permettant d'implémenter la culture de la sécurité.

Elles ont apporté des connaissances de base aux débutants et des rappels aux autres pour travailler pleinement sur chaque projet en petits groupes de 4 ou 5.

Des temps de travail en petits groupes étaient prévus pour permettre à chaque participant de travailler seul ou avec ses collègues, puis de restituer son travail au groupe. Ceci facilite le brainstorming, l'apport de corrections et l'amélioration du projet.

Un temps bien aménagé est essentiel pour une progression optimale et le contexte joue également en faveur d'un meilleur apprentissage. J'ai participé à l'école d'été pour mener à bien mon projet sur la sécurité du patient et améliorer mes connaissances et compétences sur la qualité.

J'ai pensé que l'école d'été serait une opportunité pour commencer un réseau de professionnels et apprendre à connaître les futurs acteurs de la qualité de la santé et la sécurité du patient. En effet, ça l'était.

J'ai d'ailleurs été fasciné par la forte relation que je pouvais développer avec les autres quand je parlais de mon projet: et de voir l'utilité de travailler à plusieurs.

L'école d'été m'a aussi permis de renforcer mes liens avec mes collègues and ajouter encore plus de motivation! Ainsi on travaille à différents niveaux: mieux connaître ses collègues, son projet, améliorer son projet.

Une des plus meilleures choses de l'école d'été est que l'on prend réellement le temps pour notre projet ce que nous ne faisons pas dans la vie de tous les jours.

